

**Third Party Administrator – Performance Report
March 2011**

Agenda Item 8.c.i.
05/12/11 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	99.4%	4,264 of 4,289 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	4,289 of 4,289 total claims
Financial accuracy of claims paid.	99%	100%	\$1,944,349.19 of \$1,944,349.19 audited
Claims processed (paid and unpaid) without a payment error.	98%	100%	227 of 227 claims audited
Procedural accuracy rate for processing of claims.	97%	100%	227 of 227 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	22 disputed claims
Disputed claims resolved within 60 calendar days	100%	100%	22 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	0 appeals, 2 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	85.0%	1,279 of 1,505 calls answered within 30 seconds; average of 23 seconds
Subscriber issues resolved within the same business day.	90%	94.7%	1,038 of 1,096 issue calls
Maximum call abandonment rate.	5%	3.4%	51 of 1,505 calls
Maximum line busy rate.	3%	N/A	0 busy out of 1,505
Voicemails answered within two business days.	90%	N/A	0 voicemail
Subscriber complaints resolved within 30 calendar days.	95%	100%	2 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	86.8%	1,077 of 1,241 calls answered within 30 seconds; average of 22 seconds
Provider issues resolved within the same business day.	90%	96.2%	1,257 of 1,307 issue calls
Maximum call abandonment rate.	5%	1.1%	14 of 1,241 calls
Maximum line busy rate.	3%	N/A	0 of 1,241 calls
Voicemails answered within two business days.	90%	N/A	0 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	407 of 407 ID cards; average of 1.26 days
ID card accuracy.	100%	100%	407 of 407 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	407 of 407 packets; average of 1.26 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 request
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 request

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 request